

# MALCOLM EDWARDS

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## Professional Summary

ServiceNow Architecture & System Administration --

Enterprise and IT Service Management -- Software Quality Assurance

## Core Capabilities

- ServiceNow Platform Architecture, Platform Management, System Administration & Governance, ServiceNow Implementation and Migration
- AI-Enabled Workflow Design & Automation
- Business Process Optimization & Service Transformation
- Cloud Integration (Azure), CI/CD & DevOps Enablement
- Data-Driven Decision Support, Analysis & Reporting

## Independent Consultant, Fractional IT Services – AI-Enabled Knowledge Design & Legal Services Process Analyst Feb 2025 – Present

- Business Intelligence Analysis, Data quality improvement, transformations of small datasets, .
- Data Literacy Enablement - Targeted instruction in Excel, Power BI, and statistics enabling independent analysis using AI-assisted tools.
- Knowledge Management and Design for roles, responsibilities, standard procedures.

## ServiceNow Platform Architect | ITSM Strategy H&R Block | Mar 2016 – Jan 2025

ServiceNow System Architecture, System Administration & ServiceNow Implementation

- End-to-end platform ownership and strategic advising as ServiceNow architect, admin, platform manager and compliance partner.
- ServiceNow application implementation, integration, and deployment (Case Mgmt, GRC, HR, Vendor Risk, Vulnerability Management

Service Management Program Strategy & Architecture

- IT Service Management implementation, processes design and management.
- Configuration Management Database management, Discovery, IT Asset Management, and Service Mapping
- Enablement of business teams' service capability improvement via design, build, test and deployment of catalog of services, workflows, dashboards and reports.

## AI Practitioner

- GenAI-enabled incident operations streamlining root cause analysis and problem management. Generation of Code, analytics. Operational task, chat, and issue summation. Knowledge management creation, Issue and Event Clustering, Similarity Detection, and Trending analysis, LLM tuning.
- CI/CD and Change Management integration reducing outages and ensuring audit compliance.

## **ServiceNow Platform Management, Software Quality Assurance | UMB Bank, NA Sep 2006 – Oct 2015**

### **Systems & Process Leadership**

- Leadership across QA, Service Desk, managing ServiceNow and core ITIL practices (Incident, Change, CMDB, Request, Problem, and Knowledge Management).
- Change Advisory Board Chair, Regular Major Incident Reviews, Regular Root Cause Analysis Reviews
- Enterprise enablement of proactive problem management and CMDB service mapping to strengthen operational reliability.
- IT Service Desk Management, transformation into professional development hub improving service maturity, ownership, career growth, and team morale.

### **Quality Assurance & GRC Enablement**

- Advanced QA practice implementation including telemetry-informed testing, spanning product life cycle: requirements testing, scenario and story testing, performance testing, database and data quality testing, manual and automation testing, regression, API testing.
- Dashboard design and performance reporting for testing, service delivery, and change management, enabling risk-informed decisions.

### **Enterprise Platforms & ITSM**

- Platforms: ServiceNow (Architecture, System Administration, Systems Integration), BMC, Entra ID, Globalscape, Rapid7, Qualys, iOffice, Workato, Workday HCM
- Modules: ITSM, HR, GRC, Legal, Vendor Risk, Vulnerability, Facilities, Case Mgmt, CSDM, CMDB, Discovery
- Cloud & Infra: Azure, Azure Portal, Databricks, CI/CD Pipeline Integration

### **Skills & Tools -**

- Mathematica, Power BI, Tableau, Excel, SQL, Looker, KQL, Grafana
- AI/ML Platforms: LLMs, Supervised/Unsupervised ML, Azure AIOps
- Methods: Data Modeling, Predictive Analytics, Process Mining, Incident Clustering, Telemetry Analysis
- API testing, Performance Testing, Scripted Regression and Automated testing, User Acceptance and Production Validation Test Management
- Spatial/GIS: Cartography, Census Tools, Demographic Analysis

### **Education**

- MA, Geography – University of Missouri
- BA, Spanish and Portuguese – Washington University in St. Louis
- Arabic Language Study – Modern Language Center, Amman, Jordan

### **LANGUAGES**

- Portuguese: Fluent
- Spanish: Fluent
- Levantine Arabic: Intermediate